FILED FEB 03, 2016 DOCUMENT NO. 00678-16 FPSC - COMMISSION CLERK 24 hour banking 1-877-626-1300 www.heartlandnb.com

Your locally owned Community Bank. Serving all of Highlands County.



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	THE PUBLIC SERVICE COMMIS						
	CARLOTTA S STAUFFER, COMM		ERK				
	2540 SHUMARD OAK BLVD						
	TALLAHASSEE FL 32399-7019						
	Let us help make tax season easy Your Computer CD will inc * All statements * All checks written * All deposits made Just hand this Computer CD over to yo Call and ask us about your year end Co	including individ	lual deposited items and let them do the	5	er CD.		
		BUSINESS	S MMIA				
	Account Number		Statement Date	es 1/01/16 thru	1/31/16	5	
	Previous Balance	.00	Days in the sta	tement period	31		
	Deposits/Credits	.00	Average Ledge		0		
	Checks/Debits	.00 .00	Average Collec	ted	U	,	
	Service Charge Interest Paid	.00					
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		Daily Balance	Information				
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ATE OR NUMBER	
	CHECKBOOK RECONCILIATION ENTER BALANCE THIS STATEMENT ADD RECENT DEPOSITS (NOT CREDITED ON THIS STATEMENT) TOTAL \$
	SUBTRACT CHECKS OUTSTANDING BALANCE SHOULD AGREE WITH YOUR CHECKBOOK BALANCE AFTER DEDUCTING CHARGES AND ADD- ING CREDITS INCLUDED ON THIS STATEMENT. BUT NOT SHOWN IN YOUR CHECKBOOK.

## INQUIRIES ABOUT YOUR DIRECT DEPOSIT

If you have arranged to have direct deposits made to your account at least once every 60 days from the same person or company, you can call us to find out whether the deposit has been made. See below for the correct phone number.

## IN CASE OF ERRORS OR QUESTIONS ABOUT YOUR ELECTRONIC TRANSFER

If you think your statement or receipt is wrong or if you need more information about a transfer on the statement or receipt, telephone us or write us (see below for the correct phone number and address) as soon as you can. We must hear from you no later than 30 days after we sent you the FIRST statement on which the error or problem appeared. Please include the following information:

- (1) Your name and account number.
- (2) Description of the error or the transfer you are unsure about and an explanation as clearly as you can why you believe there is an error or why you need more information.
- (3) The dollar amount of the suspected error.

We will investigate your complaint and will correct any error promptly. If we take more the 10 business days to do this, we will recredit your account for the amount you find is in error, so that you will have use of the money during the time it takes us to complete our investigation.

## IN CASE OF ERROR OR QUESTIONS CONCERNING YOUR STATEMENT CALL OR WRITE:

863-453-6000 Heartland National Bank 800 West Main Street Avon Park, FL 33825-3608 863-386-1322 Heartland National Bank 5033 U.S. Hwy. 27 North Sebring, FL 33870-1220 863-386-1300 Heartland National Bank 320 US Hwy 27 North Sebring, FL 33870-2147

863-699-1300 Heartland National Bank 600 US Hwy 27 North Lake Placid, FL 33852-7939 (